

**Title: General Manager  
Reports to: Vice President of International Direct Offices  
Location: Sydney, Australia**

**Job Summary**  
The General Manager runs all aspects of FranklinCovey’s business in Australia, including a sales team of Client Partners (Account Executives) and Delivery Consultants. She or he is responsible for helping win business and accelerate revenue growth through ongoing coaching and mentoring of sales and delivery talent. This is a Senior Leadership role, which requires strong business acumen, experience, and maturity. Through training, this individual will acquire expertise on Franklin Covey offerings and solutions, including All Access Pass (AAP), our process through which organizations partner with FranklinCovey.

**Essential Job Functions include:**

Leadership/Management

* Supports and leads company strategy with mindset of leadership team member (as opposed to individual contributor mindset)—AAP, FTF, 3x Pipeline, Closing, Company Strategy, Policy
* Creates a culture of trust in direct team and with global partners
* Has executive presence—written and verbal, with clients and internally
* Fulfills hiring expectations in alignment with company strategy and actively participates in onboarding
* Builds bottom-up accountability, both for independent production and interdependent contribution
* Maintains focus on WIGs utilizing 4DxOS and lead measures
* Completes regular performance evaluations
* Owns full P&L responsibilities of operations including 10% growth of top line revenue each year
* Analyzes market (penetration, demographics, trends, economic, opportunities, etc.) and current clients (penetration, share of total training business, opportunities, etc.) in order to create and implement effective market and customer strategies that result in overall 30%+ profitable growth
* Clearly communicates and holds people accountable to goals, expectations and responsibilities

Sales

* Proven strong track record of results. Ability to quickly build and grow profitable business
* Experience designing and implementing organizational solutions
* Proven, credible, strong ability to coach and mentor others on building business and meeting customer needs
* Proven ability to develop and close substantial business
* Proven ability to network
* Substantial experience selling to mid and large-sized organizations, preferably consultative solution selling to fortune 500 companies
* Preferred, knowledge of Franklin Covey integrated services model and content (Leadership, Execution, Productivity, Trust)
* Experience working with/presenting to top executives. Superb communication and delivery skills
* Proven ability and experience doing tactical marketing, targeted prospecting and direct customer marketing

Experienced Business Manager

* Ability work with existing sales and administrative staff to grow and build a sustainable business. Ability to strategize, lead and sell
* Demonstrated ability to manage a budget
* Demonstrated business judgement

**Requirements:**

* Ten plus years of proven sales management experience. Ability to motivate, develop and direct a successful sales and consulting team to deliver results
* Demonstrated knowledge and ongoing interest in understanding the performance improvement market and changing landscape. Preferable to have worked in the performance improvement industry
* Proven track record of building and developing significant account revenue preferably from Fortune 500 companies
* Ability to develop enterprise wide sales management tools and processes including pipeline, forecasting, account management, budgeting, account strategies, etc.
* Must live near a major airport
* Undergraduate degree required, MBA preferred
* Frequent travel to client sites and to the corporate headquarters is required

**Company Information**

FranklinCovey is a global company specializing in performance improvement. We help organizations achieve results that require a change in human behavior. Our expertise is in seven areas: Leadership, Execution, Productivity, Trust, Sales Performance, Customer Loyalty, and Education. Our mission statement is “We enable greatness in people and organizations everywhere”. We fulfill this mission by hiring “Achievers with Heart”.

Visit our website at [www.franklincovey.com](http://www.franklincovey.com) for more information regarding our organization.

*FranklinCovey is an equal opportunity/affirmative action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law.*